

EB Docket 06-36

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Annual 64.2009(e) CPNI Certification for 2007

Date Filed: **February 15, 2008**

Name of company covered by this certification: **Bixby Telephone Company**

Form 499 Filer ID: **807237**

Name of signatory: **Robert R Rozell**

Title of signatory: **CFO/COO/Asst GM**

Received & Inspected

FEB 25 2008

FCC Mail Room

I, **Robert R Rozell**, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 et seq. of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the courts system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, e.g. instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

Signed


Robert R Rozell, CFO/COO/Asst GM

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OPERATING PROCEDURES FOR COMPLIANCE WITH CPNI REGULATIONS

Every employee of Bixby Telephone Company, (the "Company") has a duty to protect the confidentiality of customer proprietary information ("CPNI"), as defined in 47 U.S.C. § 222(f). A violation of the Company's operating procedures will result in disciplinary action. For a first violation, an employee will be given a warning and the violation will be noted on the employee's record. An employee will be subject to termination of employment for a second violation.

The service categories provided by the Company include local exchange telephone service, long distance telephone service, video and internet access service. It is the Company's policy to not use CPNI for any sales or marketing purpose. Specifically, use of CPNI obtained from the Company's provision of one service category to market a second service category to individuals or businesses that are not already customers of that second service category is strictly prohibited.

No Company employee shall disclose CPNI to any Company affiliate or other third party unless such disclosure is required by a lawful subpoena or is used for the following purposes: (1) to bill or collect payment for the Company's services or (2) to protect the rights or property of the Company or its customers. A Company employee that receives or obtains CPNI for the purpose of providing any telecommunications service shall use such information only for such purpose, and shall not use such information for any marketing purpose.

A Company employee shall disclose CPNI only upon an affirmative request by the customer and only after validating that the person requesting the information is the person that

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Customer Service Center
11134 S. Memorial • Bixby, OK 74008
Fax 918.369.9329

Administrative Offices
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opened the account with the Company. The validation process must, at a minimum, includes asking the person requesting CPNI for the last four digits of the customer's social security number and only disclosing the CPNI if the correct four digits are provided. No Company employee shall disclose CPNI to a person other than the customer unless the customer provides written authorization affirmatively requesting that the customer's CPNI be disclosed to that person.

The Company keeps a record of all instances where CPNI is disclosed or provided to third parties, or where third parties are allowed access to CPNI (hereinafter referred to as "the CPNI record"). An employee that discloses CPNI to a third party or allows a third party access to CPNI must add to the CPNI record the name and address of the third party, a description of the reasons for the disclosure of the CPNI, the specific CPNI that was disclosed, and any written authorization from the customer to disclose the CPNI. This record is maintained by the Company for a minimum period of one year.

The Company holds training sessions twice each month to train employees as to when they are and are not authorized to use or disclose CPNI. Employee attendance at these training sessions is mandatory.

Should the Company make a decision to modify its prohibition on the use of CPNI for marketing purposes, it will notify all employees of any such modifications. Under no circumstances will CPNI be used for any marketing purpose until after the Company has sent customers the notices required by 47 C.F.R. § 64.2008 and received the customer opt-in or opt-out approvals required for such use of CPNI. Sales personnel must obtain written supervisory approval before soliciting customer approval for any out-bound marketing campaign. The Company will establish a system by which the status of a customer's CPNI approval can be clearly established if the Company changes its current policy and decides to use CPNI in an out-

bound sales or marketing campaign. Upon such a change in Company policy, employees must add to the CPNI record a description of each such out-bound marketing campaign, the specific *CPNI* that was used in the campaign, and what products and services were offered as part of the campaign.